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DEPARTMENT OF AUDITOR-CONTROLLER**

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September 11, 2008

TO: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe   
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – PERFECT  
IMAGE YOUTH CENTER GROUP HOME**

We have completed a review of Perfect Image Youth Center Group Home (Group Home or Agency) operated by Perfect Image Youth Center, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Perfect Image Youth Center Group Home is a six-bed facility, which provides care for girls ages 13-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Perfect Image Youth Center Group Home was providing services for two DCFS children.

Perfect Image Youth Center Group Home is located in Riverside County.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews

with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement except for a few deficient areas.

Perfect Image Youth Center Group Home needs to include input from the treatment team in the development and implementation of the Needs and Services Plans (NSPs) and ensure that NSPs are comprehensive and include measurable and attainable goals. In addition, the Agency needs to maintain documentation to show that children taking psychotropic medication are routinely seen by the prescribing physician.

The Group Home also needs to provide children with the required \$50 monthly clothing allowance and encourage and assist children in creating and maintaining photo albums/life books.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:ek

### **Attachments**

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Susan Kerr, Senior Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Bobby Tyler, Board President, Perfect Image Youth Center  
Sandra Cromer, Executive Director, Perfect Image Youth Center  
Public Information Office  
Audit Committee

**Perfect Image Youth Center Group Home  
Riverside, California 92504  
License Number: 336408586  
Rate Classification Level: 9**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Perfect Image Youth Center Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendation**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and are developed and implemented with input from the child. However, input from the treatment team is not included in the development or implementation of the NSPs. In addition, the NSPs are not comprehensive and do not include measurable and attainable goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **1. Perfect Image Youth Center Group Home management:**

- a. Include the treatment team in the development and implementation of the NSPs.**
- b. Maintain comprehensive Needs and Services Plans that include measurable and attainable goals.**

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

**There are no recommendations for this section.**

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendation**

**There are no recommendations for this section.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. However, documentation does not confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

**Recommendation**

- 2. Perfect Image Youth Center management maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.**

**VI. Personal Rights****Method of assessment – Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

The Group Home provides children with appropriate clothing and items of necessity. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity. However, children are not provided with the required \$50 monthly clothing allowance.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

### **Recommendations**

#### **3. Perfect Image Youth Center management:**

- a. Provide children with the required \$50 monthly clothing allowance.**
- b. Encourage and assist children in creating and maintaining photo albums/life books.**



PERFECT IMAGE YOUTH CENTER  
16761 WASHINGTON STREET  
FACILITY NUMBER: 336408685  
(951) 776-0465  
(FAX) 776-9367

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FAX TRANSMISSION COVER SHEET

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Date: July 5, 2008

To: Candace Rhue, Group Home Audit Supervisor

Fax: (213) 346-9020

Subject: Updated CAP information

Sender: Annette Riggins

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YOU SHOULD RECEIVE 4 PAGE (S), INCLUDING  
THIS COVER SHEET. IF YOU DO NOT RECEIVE ALL  
THE PAGES, PLEASE CALL (951) 776-0465

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*Perfect Image Youth Center  
16761 Washington Street  
Riverside, California 92504  
Facility Number: 336408586  
RCL Level: 9*

RECOMMENDATIONS	PLAN OF CORRECTIONS
<p><b>1. Perfect Image Youth Center Group Home Management:</b></p> <p><b>a. Include the treatment team in the development and implementation of the NSP's.</b></p> <p><b>b. Maintain comprehensive Needs and Service Plans that include measurable and attainable goals.</b></p>	<p><b>1. Perfect Image Youth Center Group Home Management:</b></p> <p><b>a. Therapist/ Adrienne Chadwick</b> has ensured that the Perfect Image Youth Center's staff as well as the clients are included in the development and implementation of the NSP's. Dr. Roslyn Turner/Clark, Supervising Group Home Clinician and Assistant Administrator, Shirley "Annette" Riggins will monitor the NSP's to ensure that the treatment team is involved in the development and implementation of the NSP's.</p> <p><b>b. Adrienne Chadwick Group Home Therapist</b> has ensured that the new NSP's are comprehensive and that they include measurable and attainable goals. Dr. Roslyn Turner/Clark, supervising Clinician and Shirley "Annette" Riggins/ Assistant Administrator will monitor the NSP's to ensure that they are comprehensive</p>



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<p><b>c. Maintain updated Client visit documentation with Psychiatrist, and Psychotropic Medication information.</b></p>	<p>and that they include measurable and attainable goals.</p> <p><b>c. Shirley "Annette" Riggins will monitor each client file to ensure that each file have an updated copy of the Psychiatrist visit and a list all psychotropic medication taken by our clients.</b></p>
<p><b>3. Perfect Image Youth Center Management:</b></p> <p><b>a. Provide children with the Required \$50.00 monthly clothing allowance.</b></p> <p><b>b. Encourage and assist Children in creating and maintaining photo albums/ books.</b></p>	<p><b>3. Perfect Image Youth Center Management:</b></p> <p><b>a. Perfect Image Youth Center' children decided that they would rather receive their allowances every three months, in the amount of \$150. The children felt that they would be able to shop more efficiently this way. Included in this report is a copy of the agreement. Assistant Admin. Shirley "Annette" Riggins and Administrator, Sandra Cromer have monitored the process, and can assure you that the needs of the children are being met. If a need arise before the three month period, Admin. and Assistant Administrator, Annette Riggins can assure you that the need is taken care of immediately. Assistant Administrator, Annette Riggins will make copies of receipts, and place them in notebooks, with the children signature, for future reference.</b></p> <p><b>c. Since the November 6, 2007 Audit, Perfect Image Youth Center have provided Photo Albums to all the children. The children can personalize</b></p>

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	their albums to their own personalities, with the supervision of the staff. Assistant Administrator Annette Riggins will monitor this process, and ensure you that all future intakes will be given a Photo Album upon their placement to the Perfect Image Youth Center.
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**Attention: Candace Rhue, Group Home Audit Supervisor**  
**Department of Auditor Controller, Kenneth Hahn Hall of Administration**  
**500 W. Temple St., Room 515-A, Los Angeles, CA. 90012**  
**Fax to (213) 346- 9020**

**From: Shirley "Annette" Riggins, Assistant Administrator**  
**Perfect Image Youth Center, Sandra Cromer, Administrator**  
**16761 Washington Street, Riverside, CA. 92504**  
**Tele. # (951) 776-0465**  
**Fax # (951) 776-9367**